



**STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES**

BUREAU FOR MEDICAL SERVICES

Office of Professional Health Services

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**Earl Ray Tomblin
Governor**

**Karen L. Bowling
Cabinet Secretary**

TO: All TBI Waiver Providers

FROM: Teresa McDonough, Program Manager

RE: Provider Reviews and Six-Month Follow up

DATE: May 26, 2016

Please be advised the Utilization Management Contractor (UMC) contract has been awarded to APS Healthcare (APS). As the incumbent, APS will continue with many current functions, but will also make some additions to their scope of work in the TBI Waiver and other programs.

APS will start to conduct six-month follow-up to evaluate the implementation of providers' Plans of Correction resulting from Retrospective and/or Validation reviews. Depending on the severity of issues found during the on-site review, six-month follow up reviews may take place on site at the provider's location or via desk audit. APS will follow up with each provider at least two business days prior to the start of the follow-up review.

APS Provider Educators will continue to conduct provider reviews on an annual basis for TBI Waiver providers. APS will assign each provider an Anchor Date (similar to the methodology of people on the TBI Waiver having an Anchor Date). A provider's review will take place sometime the month before or the month after the Anchor Date. This allows for some flexibility with scheduling. APS will continue to send a two-week notification to each provider with the start date of the review.